

Application Serial No. 10/648,427  
Attorney Docket No. COS97080C1

103. (currently amended) A system for providing support to a user accessing a web site,  
comprising:

at least one processing device configured to:

receive information associated with the user, the information identifying the web  
site that the user was accessing when a request for user support was made,

access the web site based on the received information, and

establish a communications link with the user.

~~The system of claim 99,~~ wherein the at least one processing device includes a display device, the  
at least one processing device being further configured to:

pass events to the user via the communications link to enable the user to view a  
same web page as that being displayed by the display device.

104. (previously presented) The system of claim 103, wherein the events comprise  
actions performed by a user support party via the at least one processing device.

105-112. (canceled)